

E-01575A-08-0328



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ORIGINAL

ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 72708

Date: 11/3/2008

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

Arizona Corporation Commission

DOCKETED

NOV - 5 2008

Complaint By: First: Suda

Last: Prohaska

Account Name: Suda Prohaska

Home:

Street:

Work:

City: Hereford

CBR:

State: AZ Zip: 85615

is: E-Mail

Utility Company: Sulphur Springs Valley Electric Cooperative, Inc.

Division: Electric

Contact Name:

Contact Phone: ( )

Nature of Complaint:

RE: Docket #E-01575A-08-0328  
Sulphur Springs Valley Electric Cooperative, Inc.

Received the following email:

This is a copy of an e-mail to Mr. Jack Blair of SSVEC, expressing my opposition to the proposed rate increase.

Dear Mr. Blair,

While I understand, in part, SSVEC's proposal for a rate increase, I am astounded at the amount of the increase: 11.75 %, translating to a slightly smaller percent on the homeowner's bill. These are hard times for everybody, but it makes me want to convert my house to natural gas or wind power or solar power. As it stands now, nearly half my bill goes to taxes and increases for this and that. How is this possible?

Yes, I've read the explanations and further explanations because of so many complaints. This has become untenable for those of us on fixed incomes. Surely, there is a better way.

\*End of Complaint\*

Utilities' Response:

na

\*End of Response\*

Investigator's Comments and Disposition:

RECEIVED  
2008 NOV - 5 A 8:45  
AZ CORP COMMISSION  
DOCKET CONTROL

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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I called customer and left a voice mail message that her opinion will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. I explained that the Commission will take her comments and concerns into consideration before a decision is rendered in the rate case. CLOSED  
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RE: Docket #E-01575A-08-0328

E-mailed this OPINION to Carmen Madrid @ Phoenix ACC Office to have this OPINION docketed towards SSVEC rate case, docket #'s E-01575A-08-0328. File closed.

\*End of Comments\*

**Date Completed: 11/3/2008**

**Opinion No. 2008 - 72708**

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E-01575A-08-0328

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

**Investigator:** Guadalupe Ortiz

**Phone:** [REDACTED]

**Fax:** [REDACTED] 9

**Priority:** Respond Within Five Days

**Opinion**

**No.** 2008 - 72607

**Date:** 10/30/2008

**Complaint Description:**

08A Rate Case Items - Opposed

N/A Not Applicable

**First:**

**Last:**

**Complaint By:**

Dorse Anne

Morris

**Account Name:**

Dorse Anne Morris

**Home:** [REDACTED]

**Street:**

[REDACTED]

**Work:**

**City:**

Pearce

**CBR:**

**State:**

AZ

**Zip:** [REDACTED]

**is:**

**Utility Company:**

Sulphur Springs Valley Electric Cooperative, Inc.

**Division:**

Electric

**Contact Name:**

[REDACTED]

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

OPINION OPPOSED:

RE: Docket #E-01575A-08-0328

Sulphur Springs Valley Electric Cooperative, Inc.

Customer is very much opposed to SSVEC' request for an increase in rates. Per customer, she is 65 years old and disabled. Customer explained that she has many medical issues and requires oxygen at night, therefore she needs her electricity.

Customer explained that the majority of the people in her area are elderly and can not afford the rates SSVEC charges for electricity today. Customer struggles each month to pay her bill and does not know how she will manage to pay a higher cost.

Customer only receives \$171.00 from Social Security on a monthly basis and nearly half of her monthly income is used to pay her electric bill. Customer would like the Commission to take her opinion into consideration and remember the customers like her "that need the service and can't afford it".

\*End of Complaint\*

**Utilities' Response:**

n/a

\*End of Response\*

**Investigator's Comments and Disposition:**

Advised the customer that her opinion will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. I explained that the Commission will take her comments and concerns into consideration before a decision is rendered in the rate case. Customer appreciates the information and assistance. CLOSED

\*End of Comments\*

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Date Completed: 10/30/2008

Opinion No. 2008 - 72607

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